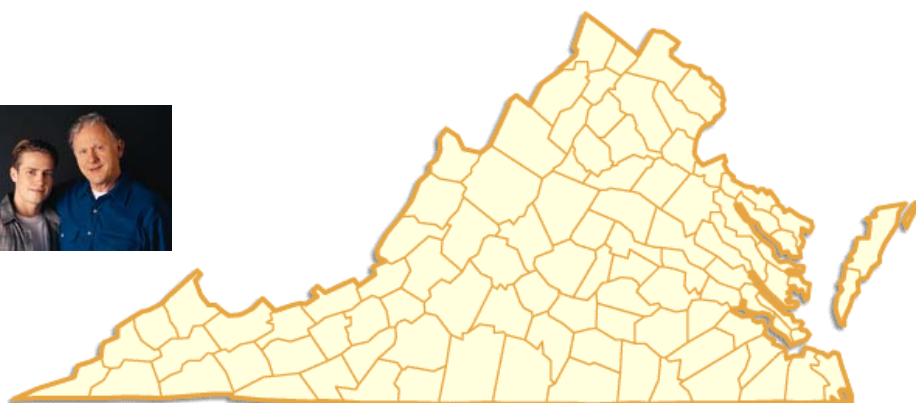


# MR Family Survey 2004



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## **I. EXECUTIVE SUMMARY**

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services identified family satisfaction, and perceptions of Community Service Boards' (CSBs) and Behavioral Health Authorities' (BHAs) services as a performance measure to be assessed on an annual basis. The Department administered its fifth annual statewide survey of family satisfaction with CSB mental retardation services in 2004.

The family satisfaction survey was designed to measure family perceptions of community-based services in the following domains:

- Family Involvement
- Case Management Services
- Choice and Access
- Healthy and Safe Environment
- Service Reliability

### ***Response Rate and Sample Size***

- Forty CSBs completed and returned a total of 1,605 surveys, almost double the return number of last year.
- The estimated response rate statewide was 19.7%, up almost 10% from the previous year.
- The number of completed surveys received per CSB ranged from 3 to 126.
- About 2.5% of the surveys were either returned with unusable provider ID numbers and could not be used, or had to be hand-entered, increasing the possibility of data entry-related error. This was an improvement over 2003 due to the new strategy of pre-filling the ID number on the form.

### ***Demographics***

- Of the sample, 54.3% were male, 70.7% were identified as White Non-Hispanic, and 19.9% were African-American Non-Hispanic, which is comparable to the demographics of the previous year.
- Approximately 58.8% of the individuals completing the survey were between 23 and 59 years of age.
- Nearly 62.3% of the respondents indicated that they were the parent of the person with mental retardation, 17.3% said they were the brother or sister, and 19.3% indicated "Other" as their relation.

### ***Domains***

- Overall, about 40% responded positively on the family involvement domain down from 44.8% for the previous year.
- About 63% of the respondents had a positive perception with regard to the choice and access domain, slightly less than 2003.
- Also similar to last year was the 85% who reported satisfaction on the case management services domain.

- Almost 87% scored positively on the healthy and safe environment domain, on par with the results from 2003.
- Approximately 42% responded positively on the service reliability domain, a decrease from 51.4% reported last year.

### ***Conclusions***

- The majority of family members/guardians of individuals with mental retardation continue to report positive opinions of the services received through CSBs on several domains.
- About 96% agreed that services provided to the person with mental retardation have helped the person to reach planned goals over the past year. In regards to providing services to help the person with mental retardation gain at least one new skill or ability over the past year, 91% reported being satisfied.
- For overall quality of life, about 49% felt that the person with mental retardation was better off this year. Over 88% felt that the CSB services had a positive impact on the person. A little over 37% felt that the person with mental retardation had progressed better than expected or remained the same.
- On the Family Involvement domain, almost 25% report being dissatisfied with the inability to choose the agencies or providers that serve the person with mental retardation. A little less than 62% report not being able to choose the support staff that worked directly with the person. In the Choice and Access domain, 39% reported a lack of other agencies in the community (besides CSBs) that provide services to people with mental retardation. Responses to these three domain question generated the highest levels of dissatisfaction and indicate areas in need of improvement.
- In the Service Reliability domain, almost 18% indicated that frequent changes in staff members were problematic, and nearly 14% stated that frequent changes in case managers were a source of dissatisfaction.

### ***Limitations***

- The number of surveys received from CSBs ranged from 3 to 126, making it difficult to analyze data at the CSB level.
- The survey is open to self-selection biases because it is not based on a random sample. Results of this survey reflect the opinions of only those family members/guardians who had a family member with mental retardation receiving case management, and chose to complete the survey.
- Finally, because the survey is a cross-sectional design, these findings reflect the views of family members/guardians only at the time of the survey. Opinions and attitudes are subject to change over time.

Despite these limitations, the survey contributes a greater understanding of family member/guardian perception about publicly funded mental retardation services. The surveys will be important contributions to continuous improvement for the CSBs for both Waiver and Non-Waiver services.

## **II. BACKGROUND**

The Virginia Department of Mental Health, Mental Retardation, and Substance Abuse Services (DMHMRSAS) has identified family satisfaction and perceptions of Community Service Boards' (CSBs) and Behavioral Health Authorities' services as a performance measures to be assessed on an annual basis. DMHMRSAS administered its fifth annual statewide survey of family satisfaction with CSB mental retardation services in 2004.

DMHMRSAS completed the first family/guardian survey for individuals with mental retardation in 2000. The Mental Retardation Services Survey 2000 was based on surveys developed through the National Core Indicators Project (NCI)<sup>1</sup>. DMHMRSAS participated in the NCI from 1997 through 1999. This participation has provided Virginia with direct access to the work of the National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI), including data collection instruments. The survey also provided DMHMRSAS an opportunity to identify improvements that could be made to the survey before the next version was implemented statewide in January 2002. The survey was conducted again in 2003 and 2004. It is currently being carried out for 2005, which will allow for more useful trend analyses.

## **III. METHOD**

### **A. Measure**

The instrument used for this project was the 27-item close-ended questionnaire based on surveys developed by the National Core Indicators Project (NCI). The National Association of State Directors of Developmental Disabilities Services (NASDDDS) and the Human Services Research Institute (HSRI) sponsored this project.

The family satisfaction survey was designed to measure family perceptions of community-based services in the following domains:

- Family Involvement
- Case Management Services
- Choice and Access
- Healthy and Safe Environment
- Service Reliability

Response options for the questions used to create the domains ranged from "1" to "3" with "1" representing "Yes/Mostly Agree", "2" representing "Somewhat", and "3" representing "No, not at all". For each domain, a minimum number of questions had to be completed in order to create a valid measure for that domain. The mean score of the domain was then computed and used as

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<sup>1</sup> The National Core Indicator Project combines the research activities of twenty-three states with a focus on improving the evaluation of services to persons with mental retardation.

the overall domain score, thus scores of “1.5” or less on a domain indicate a positive feeling on that particular domain.

## **B. Sample**

The questionnaire was administered to family members/guardians of individuals 18 years of age or older with mental retardation currently under active case management. Individuals may also be receiving additional CSB services such as respite care. Children’s families were not surveyed since the instrument was not validated for use with children. To be included in the survey, consumers had to have received services from a CSB for 12 months or more prior to the survey period. Surveys were distributed to a family member/guardian during an annual planning meeting, with directions to complete the form after the meeting and mail. If a family member/guardian was not present during the annual meeting, the case manager mailed the survey and instruction sheet to the household. Surveys and instructions sheets were provided in Spanish as needed. All surveys were completed after the annual planning meeting and not in the presence of case managers or other staff. Case managers were encouraged to emphasize the importance of the survey to family members/guardians. Completed surveys were mailed directly to the Office of Mental Retardation in a pre-paid return address envelope.

Due to the manner in which the survey was distributed, the exact number of surveys distributed was not available. It is estimated that 8,649 surveys were distributed, of which 1,605 surveys were returned for a response rate of approximately 19.71%. Of the 1,605 returned surveys about 2.5% (n = 39) were returned with either blank or unusable provider ID numbers. These were included in the sample for analysis pertaining to the state.

## **C. Analyses**

There are forty CSBs in Virginia, each of which participated in the family survey during the past calendar year. For statewide representative sample at the 95% confidence level with a 5% confidence interval, at least 368 surveys were needed. A total of 1,605 total surveys were received, ranging from 3 to 126 per CSB. Table 1 (next page) presents the number of surveys per CSB in the final sample, the percent of the sample, the approximate number of surveys distributed, and the approximate rate of return by CSB. A copy of the Mental Retardation Services Family Survey can be found in the Appendix.

**Table 1: Survey Response Analysis**

<b>Provider</b>	<b>Surveys Returned</b>	<b>% of Sample</b>	<b># Active CM</b>	<b>% Rate of Return</b>
Alexandria CSB	59	3.59%	101	58.42%
Alleghany-Highlands CSB	12	0.73%	46	26.09%
Arlington CSB	53	3.22%	112	47.32%
Central Virginia CSB	39	2.37%	489	7.98%
Chesapeake CSB	86	5.23%	185	46.49%
Chesterfield CSB	34	2.07%	309	11.00%
Colonial MH & MR Services	37	2.25%	120	30.83%
Crossroads CSB	37	2.25%	155	23.87%
Cumberland Mountain	4	0.24%	96	4.17%
Danville-Pittsylvania	30	1.82%	144	20.83%
Dickenson CSB	9	0.55%	19	47.37%
Eastern Shore CSB	40	2.43%	107	37.38%
Fairfax-Falls Church CSB	92	5.60%	715	12.87%
Goochland-Powhatan	14	0.85%	35	40.00%
Hampton-Newport News	6	0.36%	500	1.20%
Hanover County CSB	48	2.92%	78	61.54%
Harrisonburg-Rockingham CSB	26	1.58%	191	13.61%
Henrico Area MH & MR Services	79	4.81%	293	26.96%
Highlands Community Services	48	2.92%	135	35.56%
Loudoun County CSB	28	1.70%	70	40.00%
Middle Peninsula-Northern Neck CSB	65	3.95%	198	32.83%
Mount Rogers CSB	9	0.55%	182	4.95%
New River Valley Community Services	28	1.70%	109	25.69%
Norfolk CSB	35	2.13%	300	11.67%
Northwestern Community Services	75	4.56%	231	32.47%
Piedmont Community Services	15	0.91%	174	8.62%
Planning District I CSB	46	2.80%	192	23.96%
PD 19	34	2.07%	144	23.61%
Portsmouth	29	1.76%	236	12.29%
Prince William County CSB	67	4.08%	150	44.67%
Rappahannock-Area	29	1.76%	326	8.90%
Rappahannock-Rapidan CSB	24	1.46%	145	16.55%
Region Ten CSB	28	1.70%	211	13.27%
RBHA	46	2.80%	272	16.91%
Blue Ridge Behavioral Health	116	7.06%	377	30.77%
Rockbridge Area CSB	18	1.09%	86	20.93%
Southside CSB	3	0.18%	195	1.54%
Valley CSB	26	1.58%	168	15.48%
Virginia Beach	126	7.66%	435	28.97%
Western Tidewater CSB	5	0.30%	111	4.50%
<b>Statewide</b>	<b>1605</b>	<b>97.63%</b>	<b>8,649</b>	<b>19.71%</b>

## IV. RESULTS

### A. Consumer/Family Characteristics

Background information on consumer and family demographics, as reported by the family/guardian, is presented in Table 2. Given the sample size, we can expect that the sample represents the statewide demographics of adult consumers with mental retardation, served by CSBs, who receive at least case management services as well as any additional services such as residential, respite or day/employment support.

Of the sample, 54.3% of the consumers were male, 70.7% were identified as White Non-Hispanic, and 19.9% were African-American Non-Hispanic. Approximately 58.8% of the individuals completing the survey were between 23 and 59 years of age. A parent completed 62.3% of the surveys, 17.3% were completed by a brother or sister, and 19.3% indicated “Other” as the relationship. Of the persons completing the survey, slightly less than half (49.4%) indicated that the person with mental retardation lived with them. About 23.8% percent indicated that they saw the person with mental retardation about once a week, and 15.1% indicated they saw the person about once a month.

**Table 2: Consumer and Family Demographics**

<b>Demographic Survey Question (N=Respondents)</b>		<b>Percentage</b>
<b>What is the race of the person with mental retardation?</b>		
N = 1403	Alaskan Native	0.1%
	Asian Pacific Islander	5.9%
	White-Non Hispanic	70.7%
	American Indian	1.1%
	African American	19.9%
	Hispanic	1.0%
	Other	1.3%
<b>What is the gender of the person with mental retardation?</b>		
N = 1460	Male	54.3%
	Female	45.7%
<b>What is the age of the person completing the survey?</b>		
N = 1469	Under 18	0.5%
	18-22	1.9%
	23-59	58.8%
	60-64	12.3%
	65-74	17.1%
	75+	9.5%

<b>What is the relationship of the person completing the survey to the person with mental retardation?</b>		
N = 1458	Parent	62.3%
	Sibling	17.3%
	Spouse	0.9%
	Other	19.3%
<b>How often does the person completing the survey see the person with mental retardation?</b>		
N = 1460	Lives with me	49.4%
	Once a week	23.8%
	Once a month	15.1%
	A few times a year	9.1%
	Once per year	1.4%
	Less than once per year	1.3%

These demographics are similar to those of the 2003 survey. For more details and a complete comparison with 2003 data, refer to Table 6: Demographic Data in the Appendix.

## **B. Outcome Domains Subscales**

Factor analysis condenses individual items into a group that measure a single concept. Factor analysis of the Family Survey items from 2002 revealed five subscales, or groups of individual questions, that focus on the same topic. The data from the 2003 and 2004 surveys were subjected to factor analysis and further verified the validity of the subscales. It is possible to make year-to-year comparisons since all three years were analyzed using the same five domains. The five domains are:

- Family Involvement.
- Case Management Services
- Choice and Access
- Healthy and Safe Environment
- Service Reliability

The mean, standard deviation scores, and the number of responses (n) are presented for each survey question in Table 3. Lower mean scores indicate greater satisfaction. Table 3 also breaks down the subscale into individual survey questions and displays the percentage of responses that are positive (% Agree) and negative (% Disagree) for 2002, 2003, and 2004. For the Agree % column, note that this category includes the responses “Yes/Mostly” (1) and “Somewhat” (2). The Disagree % column includes the response “No, not at all” (3). However, the calculation for overall domain satisfaction only included the response “Yes/Mostly” (1), resulting in a false lower perceived level of overall satisfaction. Figure 1 displays the satisfaction data broken down by domain.

### ***Family Involvement***

In the year 2004, about 40% responded positively on the family involvement domain, a decrease from the 45% who responded positively in the previous year. Nearly 87% agreed that the staff talked to them about different ways to meet the family needs. About 98% reported that staff members respected the family's choices and opinions, and 89% felt that services had helped to relieve stress on the family. A relatively small percentage of respondents (39%) agreed that they had any choice in selection of the support staff for the person with mental retardation. In regards to having any choice in the agencies or service providers, 75% agreed.

### ***Case Management Services***

About 85% reported positive perceptions on the case management services domain, similar to 2003. Nearly 99% of family members said they were able to contact the case manager whenever they wanted, and that the case manager was helpful.

### ***Choice and Access***

Overall, about 64% of the respondents had a positive perception with regard to the choice and access domain, much like last year. Nearly 97% stated that supports and services were available in the community for the person with mental retardation and that they were generally satisfied with the services and supports currently received by the person. Almost 89% agreed that staff helped the person with mental retardation obtain supports and services in the community. Approximately 95% responded positively that the person with mental retardation had access to special equipment or accommodations. However, only 61% reported satisfaction with the amount of other agencies in their community that they could choose in addition to their local CSB.

### ***Healthy and Safe Environment***

About 87% scored positively on this domain, much like the result rate from the previous year. Almost all the family members surveyed considered the environment where the consumer went during the day as healthy and safe, and the same was true for the place of residence.

### ***Service Reliability***

About 43% responded positively on this domain, dropping from 51% in 2003.

**Table 3: Domain Responses**

	Mean <sup>1</sup>	Std. Dev.	N	% Agree <sup>2</sup>	% Disagree <sup>2</sup>
<b>Family Involvement</b>					
Over the past year, have the services provided to the person with mental retardation helped to relieve stress on your family?					
2004	1.42	0.68	1,318	89.3	10.7
2003	1.36	0.6	846	93.5	6.5
2002	1.36	0.61	1,160	92.8	7.2
Did you help develop the person's yearly plan?					
2004	1.47	0.69	1,421	88.7	11.3
2003	1.45	0.7	915	87.8	12.2
2002	1.5	0.72	1,219	86.5	13.5
Do you help choose the agencies or providers that serve the person with mental retardation?					
2004	1.69	0.84	1,363	75.1	24.9
2003	1.66	0.83	866	76.6	23.4

**Table 3: Domain Responses**

	Mean <sup>1</sup>	Std. Dev.	N	% Agree <sup>2</sup>	% Disagree <sup>2</sup>
2002	1.71	0.84	1,169	75.1	24.9
Do you help choose the support staff that work directly with the person with mental retardation?					
2004	2.38	0.83	1,318	38.7	61.3
2003	2.35	0.84	820	41.6	58.4
2002	2.41	0.83	1,144	37.1	62.9
Do staff talk to you about different ways to meet your family's needs?					
2004	1.56	0.71	1,366	87	13
2003	1.52	0.7	862	87.9	12.1
2002	1.6	0.74	1,150	84.7	15.3
Do staff respect your family's choices and opinions?					
2004	1.19	0.44	1,414	98.1	1.9
2003	1.18	0.41	885	98.6	1.4
2002	1.23	0.49	1,188	97.1	2.9
<b>Case Management</b>					
Overall, has the case manager been helpful?					
2004	1.13	0.38	1,485	98.7	1.3
2003	1.14	0.39	941	98.3	1.7
2002	1.16	0.4	1,274	98.5	1.5
Did you get enough information to help you participate in planning services for the person with mental retardation?					
2004	1.26	0.51	1,465	96.6	3.4
2003	1.29	0.55	917	95.2	4.8
2002	1.3	0.57	1,243	94.3	5.7
Can you contact the case manager whenever you want to?					
2004	1.1	0.33	1,489	98.8	1.2
2003	1.1	0.34	944	98.7	1.3
2002	1.1	0.34	1,262	98.8	1.2
When you ask the case manager for assistance, does he/she help you to get what you need?					
2004	1.16	0.4	1,460	98.4	1.6
2003	1.13	0.39	926	98.4	1.6
2002	1.14	0.39	1,229	98.5	1.5
<b>Choice and Access</b>					
If the person with mental retardation does not speak English or uses a different way to communicate, are there enough staff available to communicate with him/her?					
2004	1.3	0.56	756	94.7	5.3
2003	1.3	0.57	443	94.6	5.4
2002	1.37	0.61	640	93.1	6.9
Do you feel that the person with mental retardation has access to the special equipment or accommodations that he/she needs?					
2004	1.25	0.54	940	94.9	5.1
2003	1.26	0.55	596	94.6	5.4
2002	1.27	0.55	842	94.5	5.5
Do you feel that supports and services are available for the person with mental retardation when needed?					
2004	1.27	0.52	1,461	96.6	3.4
2003	1.27	0.49	948	97.9	2.1

**Table 3: Domain Responses**

	Mean <sup>1</sup>	Std. Dev.	N	% Agree <sup>2</sup>	% Disagree <sup>2</sup>
2002	1.31	0.53	1,275	96.6	3.4
Overall, are you satisfied with the services and supports the person with mental retardation currently receives?					
2004	1.24	0.51	1,462	96.2	3.8
2003	1.23	0.48	954	97.3	2.7
2002	1.26	0.52	1,293	96.2	3.8
If you or the person with mental retardation ever asked for the agency's assistance in an emergency or crisis, was help provided right away?					
2004	1.28	0.57	960	93.9	6.1
2003	1.3	0.6	625	92.5	7.5
2002	1.32	0.62	857	91.6	8.4
Do staff help the person with mental retardation get supports in the community?					
2004	1.47	0.69	1,271	88.6	11.4
2003	1.44	0.69	805	88.7	11.3
2002	1.48	0.7	1,092	87.9	12.1
Are there enough agencies that provide services to people with mental retardation in your area so that you may choose one in addition to your local CSB?					
2004	2.01	0.88	1,027	61	39
2003	2	0.86	627	63.2	36.8
2002	2.03	0.89	848	58.8	41.2
Are you satisfied with the way complaints about services are handled?					
2004	1.37	0.61	1,202	93.3	6.7
2003	1.34	0.58	784	94.6	5.4
2002	1.39	0.62	1,070	92.6	7.4
<b>Healthy and Safe Environment</b>					
Do you feel that where the person with mental retardation goes during the day is a healthy and safe environment?					
2004	1.09	0.3	1,382	99.6	0.4
2003	1.09	0.3	895	99.4	0.6
2002	1.09	0.32	1,203	99	1
Do you feel that where the person with mental retardation lives is a healthy and safe environment?					
2004	1.08	0.28	1,458	99.7	0.3
2003	1.06	0.26	955	99.7	0.3
2002	1.09	0.32	1,287	98.8	1.2
<b>Service Reliability</b>					
Frequent changes in staff who work directly with the consumer have not been a problem. (Question on survey was a negative indicator; values were reversed for clarity.)					
2004	1.68	0.76	1,282	82.1	17.9
2003	1.56	0.73	829	85.6	14.4
2002	2.34	0.74	1,151	49.3	50.7
Frequent changes in case managers have not been a problem. (Question on survey was a negative indicator; values were reversed for clarity.)					
2004	1.45	0.72	1,206	86.3	13.7
2003	1.34	0.63	761	91.3	8.7
2002	2.63	0.64	1,069	28.2	71.8

**Table 3: Domain Responses**

	Mean <sup>1</sup>	Std. Dev.	N	% Agree <sup>2</sup>	% Disagree <sup>2</sup>
<b>Other MR</b>					
Do you feel that services provided to the person with mental retardation have helped him/her to reach planned goals over the past year?					
2004	1.38	0.56	1,425	96.3	3.7
2003	1.34	0.54	919	96.4	3.6
2002	1.37	0.58	1,235	95	5
Do you feel that services provided to the person with mental retardation have helped him/her to gain at least one new skill or ability over the past year?					
2004	1.48	0.66	1,359	90.7	9.3
2003	1.43	0.64	893	92	8
2002	1.45	0.67	1,181	89.9	10.1

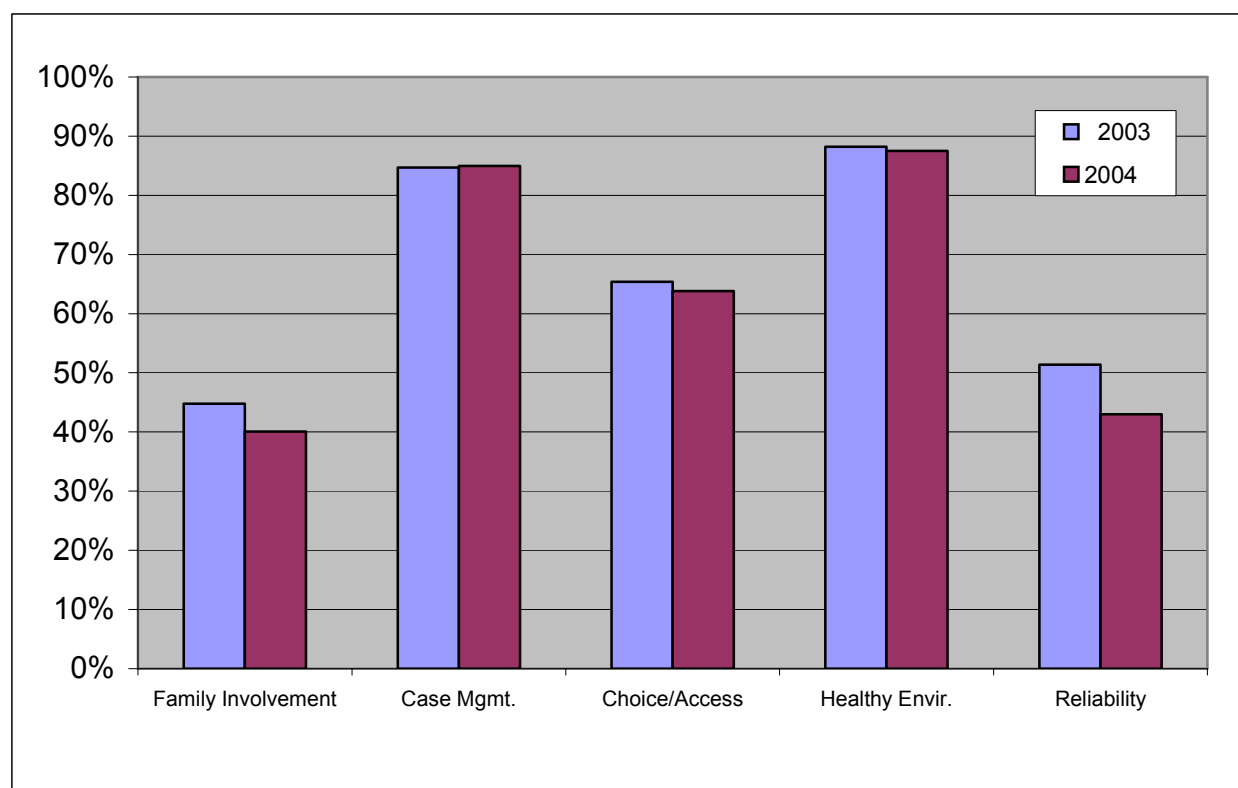
<sup>1</sup>Scale ranges from 1: 'Yes/Mostly' to 3: 'No, Not At All'. Lower mean scores correspond with greater satisfaction.

<sup>2</sup>For standard questions, percentages in the Agree column include those who responded 'Yes/Mostly' and 'Somewhat'; percentages in the

Disagree column include those who responded 'No, Not At All'. For reverse-coded questions, percentages in the 'Agree%' column

include those who answered 'No, Not At All'; the 'Disagree%' column includes those who answered 'Yes/Mostly' and 'Somewhat'.

**Figure 1: Percentage of Positive Responses Per Domain**



### C. Overall Perception of Services

Table 4 provides the results for the quality of life questions. Slightly less than half, 48%, felt that the person with mental retardation was better off than last year. About 88% felt that the CSB services had a positive impact on the person. A little over 37% felt that the person with mental retardation's progress was better than expected.

**Table 4: Overall Perception of Service Results**

	Mean <sup>1</sup>	Std. Dev.	N	% Satisfied <sup>2</sup>	% Dissatisfied <sup>2</sup>
Overall, do you feel that the person with mental retardation is better off than, the same as, or worse off than last year?					
2004	1.57	0.6	1,477	48.8	5.6
2003	1.51	0.57	909	52.4	3.9
2002	1.52	0.57	1,278	52.1	3.8
Do you feel that CSB services have had a positive impact, no impact, or a negative impact on the person with mental retardation this past year?					
2004	1.14	0.4	1,456	88.1	2
2003	1.13	0.38	882	88.2	1.6
2002	1.15	0.41	1,235	87.4	2.2
Overall, do you feel that the person with mental retardation's progress has been better than expected, the same as expected, or not as good as expected?					
2004	1.7	0.6	1,484	37.7	7.5
2003	1.67	0.62	901	41	8
2002	1.68	0.62	1,281	40.7	8.3

<sup>1</sup>Scale ranges from 1: 'Better Off' to 3: 'Worse Off'. Lower mean scores correspond with greater satisfaction.

<sup>2</sup>Percentages in the Satisfied column include those who responded 'Better Off'. Percentages in the Dissatisfied column include those who responded 'Worse Off'. Percentages who responded 'The Same' are not shown, but can be calculated by subtracting the sum of the '% Satisfied' and '% Dissatisfied' columns from 100%.

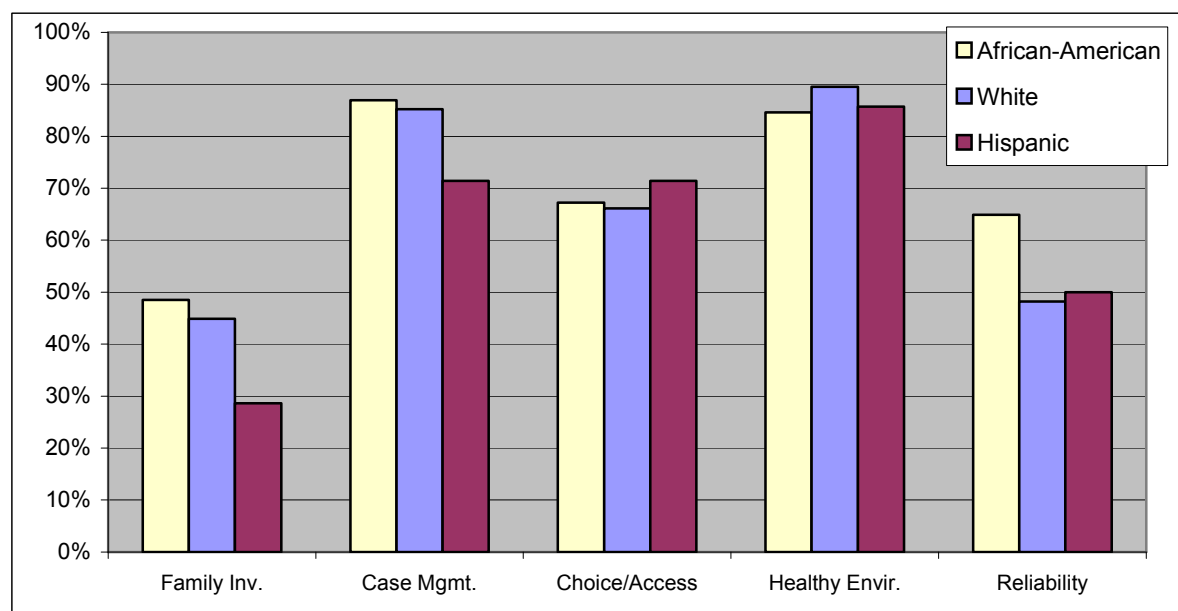
## D. Outcome Domains by Demographics

The percentage of respondents expressing satisfaction on the five domains was further analyzed by two demographic variables: race/ethnic identity, and age. All of these values can be found in Table 7: Percentage of Survey Respondents Expressing Satisfaction in the Appendix.

### *Satisfaction by Race/Ethnic Variable*

In order to better analyze satisfaction rates, respondents expressing satisfaction are broken down by race categories. Families of African-American consumers expressed higher percentages of positive responses than families of White consumers on two domains: Family Involvement (50% vs. 41.1%), and Healthy Environment (100% vs. 88%). For the remaining 3 domains, families of White consumers expressed greater satisfaction than did families of African-American consumers: Case Management (85.6% vs. 70), Choice/Access (66.6% vs. 50%), and Reliability (41.9% vs. 33.3%). These results are much different from 2003, where families of African-American consumers expressed greater satisfaction on all domains except for Healthy Environment.

**Figure 2: Domain Satisfaction by Race/Ethnic Identity**

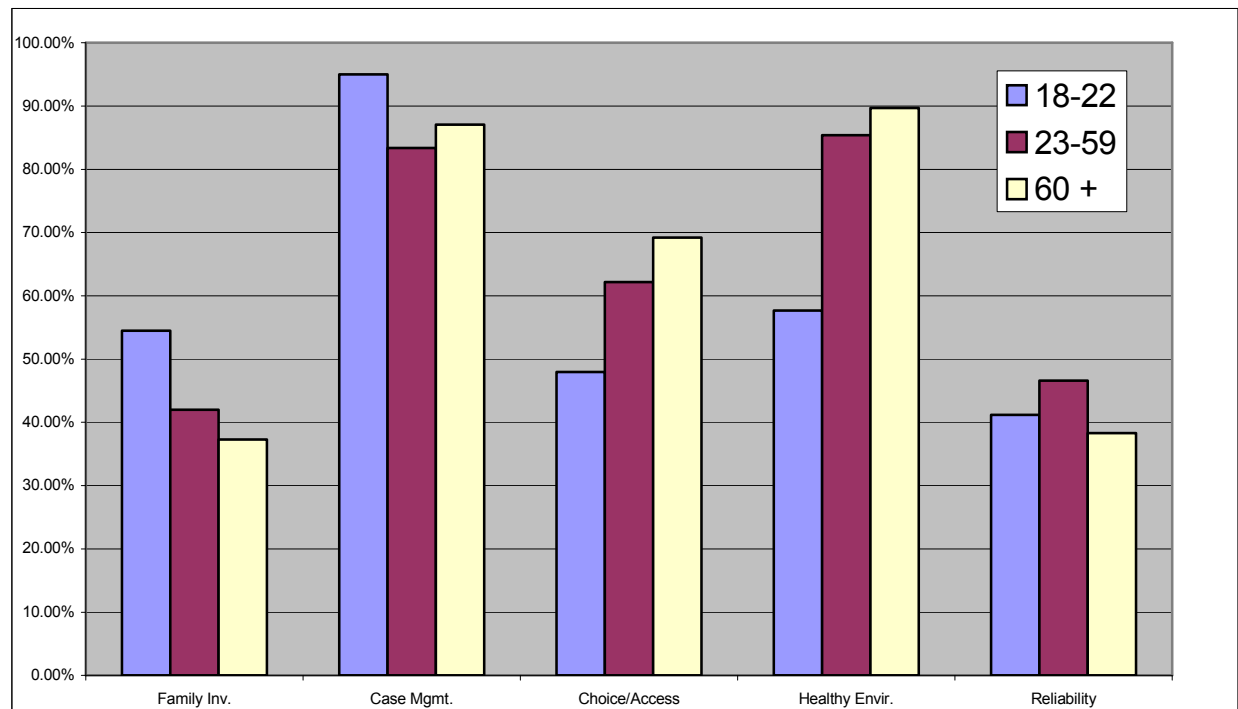


### *Satisfaction by Age Variable*

Individuals in different age categories also expressed different degrees of satisfaction among the five domains. Respondents between the ages of 18 and 22 expressed higher levels of satisfaction than the individuals in the 23 to 59 years of age and 60 and over age brackets. These were in the domains of: Family Involvement (54.5% vs. 42% vs. 37.3%) and Case Management (95% vs. 83.4% vs. 87.1%). However, individuals in the youngest age bracket reported the least satisfaction in the domains of Choice/Access (48% vs. 69.2%), and Healthy Environment (57.7% vs. 89.7%), areas where those respondents 60 and over reported the most satisfaction. Individuals

ages 23-59 reported the most satisfaction in the domain of reliability at 46.6%. Only 41.2% of the youngest and 38.3% of oldest respondents reported satisfaction in this area. See Figure 3.

**Figure 3: Domain Satisfaction by Age Range**



### E. Outcome Domains by CSB Clusters

Cluster analysis is a statistical procedure that identifies relatively homogenous groups of cases (for this report, CSBs) based on selected characteristics. CSBs in a “cluster” may not be alike on all the selected characteristics, however, when these characteristics are taken together, the “clustered” CSBs will tend to be more similar to each other than to CSBs in other clusters.

Clusters were defined based on previous literature input from CSB representatives and consumer advocates. The following characteristics were used:

- The percentage of unemployed persons in the CSB catchment area;
- The percentage of White, Non-Hispanic residents in the catchment area;
- The population density of the catchment area;
- The percentage of persons living in poverty;
- The budget of the CSB;
- The percentage of combined mental health and substance disorder dollars that were fee generated.

Based on the analysis of the 6 variables, the following clusters were identified:

**Cluster 1:** Alexandria, Arlington, Fairfax-Falls Church, Hampton/Newport News, Henrico Area, Norfolk, Richmond, Portsmouth, and Virginia Beach.

**Cluster 2:** Allegheny-Highlands, Cumberland Mountain, Dickenson County, Highlands, Mt. Rogers, New River Valley, Northwestern, Planning District 1, Rockbridge Area, and Valley.

**Cluster 3:** Crossroads, Danville-Pittsylvania, District 19, Eastern Shore, Middle Peninsula/Northern Neck, Southside, And Western Tidewater.

**Cluster 4:** Blue Ridge, Central Virginia, Chesapeake, Chesterfield, Colonial, Goochland-Powhatan, Hanover, Harrisonburg-Rockingham, Loudoun, Piedmont Regional, Prince William, Rappahannock Area, Rappahannock-Rapidan, and Region 10.

Figure 4 geographically displays the clusters of CSBs.

**Figure 4: Geographic Map of CSB Clusters**

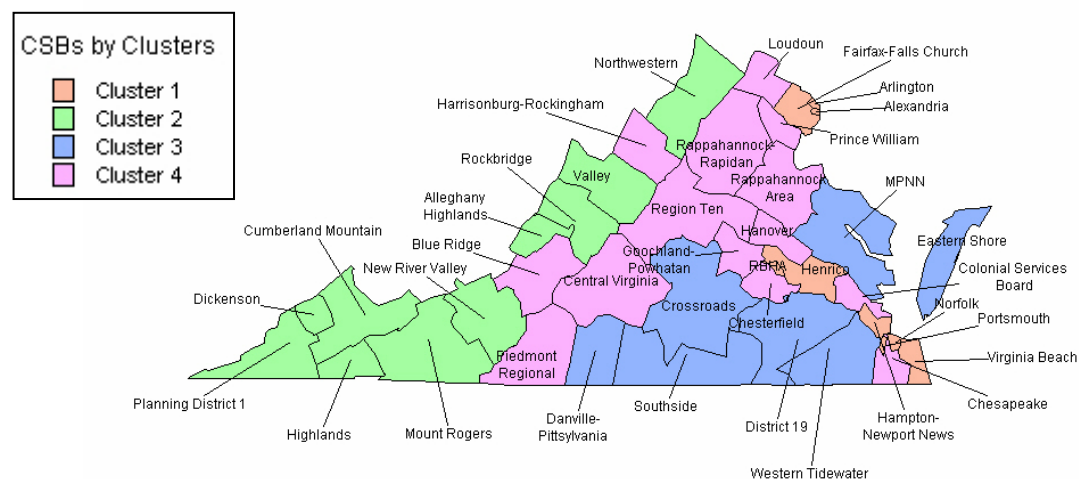
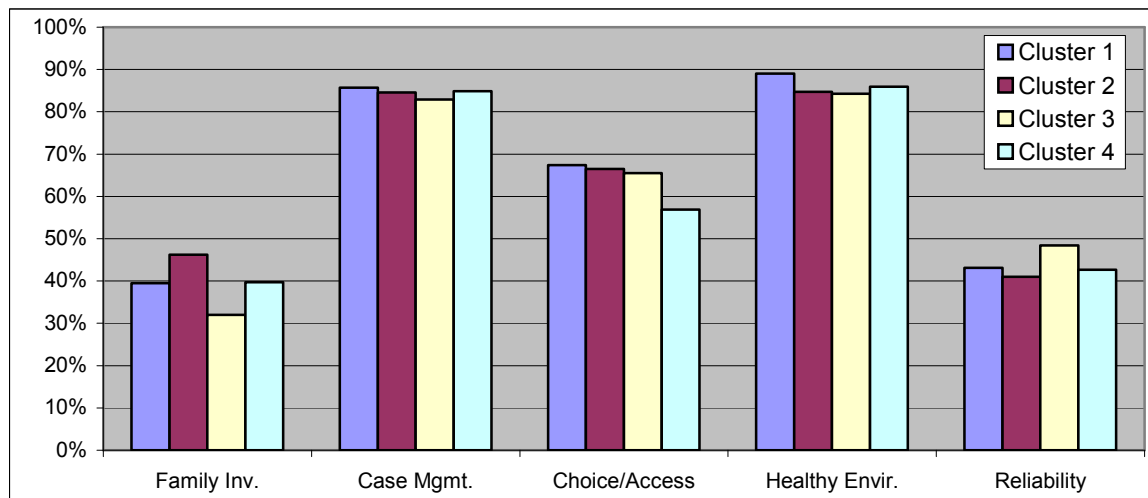


Figure 5 presents the percentages of positive responses on the five domains for the different clusters. In general, there was little variability between the location clusters. Respondents in Cluster 2 reported the highest level of satisfaction on the Family Involvement Domain (46.2%) and Cluster 3 reported the least at 32%. All four clusters expressed similar levels of satisfaction in both the Case Management and Healthy Environment Domains. Satisfaction for the Choice and Access Domain were also similar, except for Cluster 4, which reported a 10% lower satisfaction rate (56.9%) than the other three clusters. The Reliability Domain exhibited slight differences between the clusters, with a range of 41% in Cluster 2 to 48.4% in Cluster 3.

**Figure 5: Positive Responses Per Domain By Cluster**



## V. COMPARISONS WITH NATIONAL CORE INDICATORS

The National Core Indicators Project (NCI) for the 2002/2003 fiscal year split their family surveys into two categories: 1) those with developmental disabilities 18 and older who live at home, and 2) those who live outside of the home. Virginia, however, combines both categories into one survey. The two NCI surveys contain many of the same, or similar items, as the Virginia survey, although the response categories differ slightly in the wording of the choices: 1) always or usually, 2) sometimes, and 3) seldom or never. The Virginia response selections were: 1) yes/mostly, 2) somewhat, and 3) no, not at all. With 400 usable response rates from the sample surveys in each of the six states, NCI reported reasonable comparisons across states within a confidence level of  $\pm 10\%$ . The data reported for 2002/2003 were 2,854 total (usable) surveys returned for those living outside the family home, and a return of 2,504 surveys for those living in the family home. Thus, with Virginia having a return rate of 1,605 surveys in 2004, 920 in 2003, and 1,420 in 2002, some basic comparisons can be made as seen in the chart below. The NCI percentages are the average for all six states reporting that year. Where questions have the same intent, but are worded differently, the NCI question is qualified by the living arrangement (in home or outside of home).

**Table 5: Comparison with NCI Survey Data**

	N	% Agree <sup>2</sup>	% Disagree <sup>2</sup>
<b>Family Involvement</b>			
Did you help develop the person's yearly plan?			
2004	1,421	88.7	11.3
2003	915	87.8	12.2
2002	1,219	86.5	13.5
NCI /living outside of the family home	2,315	63.7	13.7
NCI/living at home	1,716	73.5	9.6
Do you help choose the agencies or providers that serve the person with mental retardation?			
2004	1,363	75.1	24.9

2003	866	76.6	23.4
2002	1,169	75.1	24.9
NCI /living outside of the family home			
NCI/living at home	1796	56.6	21.5
Do you help choose the support staff that work directly with the person with mental retardation?			
2004	1,318	38.7	61.3
2003	820	41.6	58.4
2002	1,144	37.1	62.9
NCI /living outside of the family home	2,171	17.5	69.5
NCI/living at home	1,716	36.1	42.5
Do staff talk to you about different ways to meet your family's needs?			
2004	1,366	87	13
2003	862	87.9	12.1
2002	1,150	84.7	15.3
NCI /living outside of the family home (did you help develop the plan?)	2,315	63.7	13.7
NCI/living at home (did you help develop the plan?)	1716	73.5	9.6
Do staff respect your family's choices and opinions?			
2004	1,414	98.1	1.9
2003	885	98.6	1.4
2002	1,188	97.1	2.9
NCI / outside (staff who assist you with planning respectful and courteous?)	2,559	93.4	.9
NCI/at home (staff respect your choices and opinions?)	2,003	76.9	6.2

Case Management			
Overall, has the case manager been helpful?			
2004	1,485	98.7	1.3
2003	941	98.3	1.7
2002	1,274	98.5	1.5
NCI /outside home (staff who assist with planning are generally effective)	2,476	76.4	2.5
Did you get enough information to help you participate in planning services for the person with mental retardation?			
2004	1,465	96.6	3.4
2003	917	95.2	4.8
2002	1,243	94.3	5.7
NCI /living outside of the family home	2,617	74.3	5.0
NCI/living at home	2,171	52.9	16.9
Can you contact the case manager whenever you want to?			
2004	1,489	98.8	1.2
2003	944	98.7	1.3
2002	1,262	98.8	1.2
NCI /outside home (contact staff who help with planning whenever you want to?)	2,543	88	1.9
NCI/at home (contact staff who help with planning whenever you want to?)	2,065	80.9	4.6
When you ask the case manager for assistance, does he/she help you to get what you need?			
2004	1,460	98.4	1.6
2003	926	98.4	1.6
2002	1,229	98.5	1.5
NCI /living outside of the family home	2,529	81.9	1.9
NCI/living at home	2,070	70.7	6.2
Choice and Access			
If the person with mental retardation does not speak English or uses a different way to communicate, are there enough staff available to communicate with him/her?			
2004	756	94.7	5.3
2003	443	94.6	5.4
2002	640	93.1	6.9
NCI /living outside of the family home	1,026	72.8	6.7

NCI/living at home	387	48.3	21.8
Do you feel that the person with mental retardation has access to the special equipment or accommodations that he/she needs?			
2004	940	94.9	5.1
2003	596	94.6	5.4
2002	842	94.5	5.5
NCI /living outside of the family home	1,470	85.1	2.7
NCI/living at home	752	62.6	20.1
Do you feel that supports and services are available for the person with mental retardation when needed?			
2004	1,461	96.6	3.4
2003	948	97.9	2.1
2002	1,275	96.6	3.4
NCI /outside home (does family get the services and supports you need?)	2,657	79.8	1.5
NCI/at home (does family get the services and supports you need?)	2,127	61.5	8.2
Overall, are you satisfied with the services and supports the person with mental retardation currently receives?			
2004	1,462	96.2	3.8
2003	954	97.3	2.7
2002	1,293	96.2	3.8
NCI /living outside of the family home	2,729	81.4	1.9
NCI/living at home	2,263	66.9	7.0
Do staff help the person with mental retardation get supports in the community?			
2004	1,271	88.6	11.4
2003	805	88.7	11.3
2002	1,092	87.9	12.1
NCI /living outside of the family home (has access to community activities?)	2,473	60.3	6.3
NCI/living at home (has access to community activities?)	1,960	46.7	16.8
Are you satisfied with the way complaints about services are handled?			
2004	1,202	93.3	6.7
2003	784	94.6	5.4
2002	1,070	92.6	7.4
NCI /living outside of the family home	1,739	64.6	6.8
NCI/living at home (and resolved)	965	59.1	12.8
<b>Healthy and Safe Environment</b>			
Do you feel that where the person with mental retardation goes during the day is a healthy and safe environment?			
2004	1,382	99.6	0.4
2003	895	99.4	0.6
2002	1,203	99	1
NCI /living outside of the family home	2,359	88.8	0.9
NCI/living at home	1,894	82.9	3.3
Do you feel that where the person with mental retardation lives is a healthy and safe environment?			
2004	1,458	99.7	0.3
2003	955	99.7	0.3
2002	1,287	98.8	1.2
NCI /living outside of the family home	2,713	88.1	1.0
<b>Service Reliability</b>			
Frequent changes in staff who work directly with the consumer have not been a problem. (Question on survey was a negative indicator; values were reversed for clarity.)			
2004	1,282	82.1	17.9
2003	829	58.6	41.4
2002	1,151	16.3	83.7
NCI /living outside of the family home	2,294	28.3	22.8
NCI/living at home	1,762	37.1	20.1

<sup>1</sup>Scale ranges from 1: 'Yes/Mostly' to 3: 'No, Not At All'. Lower mean scores correspond with greater satisfaction.

<sup>2</sup>For standard questions, percentages in the Agree column include those who responded 'Yes/Mostly' and 'Somewhat'; percentages in the Disagree column include those who responded 'No, Not At All'. For reverse-coded questions, percentages in the 'Agree%' column include those who answered 'No, Not At All'; the 'Disagree%' column includes those who answered 'Yes/Mostly' and 'Somewhat'.

## **VI. IMPLICATIONS and RECOMMENDATIONS**

The survey form for the 2004 MR Services Family Survey was modified in various ways in order to reduce previous sources of error. As previously noted, in 2003 about 15% of the forms were returned with a nonusable provider ID; either the field contained an invalid ID, was left blank, or in some instances the wrong form was used. To mitigate this problem, 40 separate teleforms were created with the appropriate pre-filled provider ID, and each CSB was mailed copies of their specific form. Fields that are no longer used, such as the client ID or Medicaid number, were removed from the form to streamline the survey process. Also in 2003, approximately 20% of the forms could not be scanned, and had to be hand-entered, increasing the chances of data entry-related error. The new form used in 2004 also afforded comparison information between waiver and non-waiver services.

When comparing methods of survey administration, it is clear that the 2000 methodology of using three mailings resulted in a high response rate (62%). The current response rate of 19.7% is higher than the rate of 10.1% in 2003, and 17.8% in 2002. However, the face-to-face transfer method used in 2004 may not be the best technique to insure quality survey results. It is also suggested that staff members become knowledgeable of ways to emphasize to respondents the importance of completing and returning the surveys.

The data were analyzed at the state level and serves only as a reflection of trends across Virginia. These findings are based on the afore-mentioned limitations, which prevent conclusive interpretations of the findings. The results of this survey reflect the perceptions of only those family members/guardians who had a family member with mental retardation with active case management, and who chose to complete the survey. These results cannot be generalized to all family members/guardians with consumers served by CSBs, because those who are not currently receiving case management services were not surveyed. Therefore, these results should only be compared with survey results from studies utilizing similar methodology.

Another problem that needs to be addressed in future studies is the measure of percent satisfied for each overall domain and the individual subset questions. Due to coding issues, over all domain satisfaction was only coded as a value of 1 (Yes/Mostly). The individual questions were coded such as satisfaction included both values 1 (Yes/Mostly) and 2 (Somewhat). This is a minor discrepancy but gives the false of impression of a lower overall satisfaction rate. It is also recommended that response categories be changed to clarify some of the vagueness associated with the current choices.

The National Core Indicators (NCI) data comparison (2002-2003) revealed that families in Virginia consistently rated items higher than the other six states, which completed two surveys for families with individuals who live in the home and live outside the home. Since 49.4% of the respondents for the Virginia survey had family members living at home with them, this survey still captures an equal viewpoint from both living situations. There are an additional six states whose data for NCI Family Guardian Survey (living outside the home) are in the process of being compiled. Future comparisons to additional NCI data will be helpful to assess how Virginia stacks against national trends.

Despite these limitations, the survey clearly contributes a greater understanding of family member/guardian perception about publicly funded mental retardation services. The surveys will be important contributions to continuous improvement for the CSBs for both Waiver and Non-Waiver services.

## **VII. APPENDIX**

**MENTAL RETARDATION SERVICES  
FAMILY SURVEY 2004**

26856

**Please answer each question by completely filling in the circle that best represents your situation. Please choose only ONE response for each question.**

**Shade Circles Like This--> ●**

**Not Like This--> ⊗ ⊙**

**CASE MANAGER:**

**Does the person have Medicaid?**

☐ Yes ☐ No

CSB Code 0 1 2 3 4 5 6 7 8 9

○ ○ ○ ○ ○ ○ ○ ○ ○ ○  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○  
○ ○ ○ ○ ○ ○ ○ ○ ○ ○

**1. What is your age (the age of the person filling out the survey)?**

☐ Under 18    ☐ 18-22    ☐ 23-59  
☐ 60-64    ☐ 65-74    ☐ 75+

**2. About how often do you see the person with mental retardation?**

☐ Lives with me    ☐ Once/month    ☐ Once/year  
☐ Once/week    ☐ A few times a year    ☐ Less than once/year

**3. What is your relationship to the person with mental retardation?**

☐ Parent (biological or adoptive)    ☐ Husband/Wife  
☐ Brother/Sister    ☐ Other

**4. What is the gender of the person with mental retardation?**

☐ Male    ☐ Female

**5. What is the race of the person with mental retardation?**

☐ Alaskan Native  
☐ Asian or Pacific Islander  
☐ White, Non-Hispanic  
☐ American Indian  
☐ Black/African American, Non-Hispanic  
☐ Hispanic  
☐ Other

<b>Please fill in ONE circle for each question below that best describes your opinion about mental retardation services. Choose only ONE answer.</b>	<b>Yes/ Mostly 1</b>	<b>Some- what 2</b>	<b>No, Not at All 3</b>	<b>Don't Know 4</b>	<b>Does Not Apply 9</b>
1. Do you feel that where the person with mental retardation goes during the day is a healthy and safe environment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. Do you feel that where the person with mental retardation lives is a healthy and safe environment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. If the person with mental retardation does not speak English or uses a different way to communicate, (ex. sign language or communication board), do you feel that there are enough staff available who can communicate with him/her?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. Do you feel that the person with mental retardation has access to the special equipment or accommodations that he/she needs (ex. wheelchairs, ramps, communication boards)?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Do you feel that supports and services are available for the person with mental retardation when needed?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Do you feel that services provided to the person with mental retardation have helped him/her to reach planned goals over the past year?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Do you feel that services provided to the person with mental retardation have helped him/her to gain at least one new skill or ability over the past year?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. Overall, are you satisfied with the services and supports the person with mental retardation currently receives?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Have frequent changes in staff who work directly with the person with mental retardation been a problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26856

**Go to next side to complete survey**



26856

## MENTAL RETARDATION FAMILY SURVEY

Page two

Please fill in ONE circle for each question below that best describes your opinion about the mental retardation services you and/or your family member received. Choose only ONE answer.	Yes/ Mostly 1	Some- what 2	No, Not at All 3	Don't Know 4	Does Not Apply 9
10. If you or the person with mental retardation ever asked for the agency's assistance in an emergency or crisis, was help provided right away?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11. Do staff help the person with mental retardation get supports in the community, such as services offered through recreation departments or churches?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12. Overall, has the case manager been helpful?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13. Have frequent changes in case managers been a problem?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. Over the past year, have the services provided to the person with mental retardation helped to relieve stress on your family?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. Did you get enough information to help you participate in planning services for the person with mental retardation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16. Did you help develop this person's yearly plan?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. Can you contact the case manager whenever you want to?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. When you ask the case manager for assistance, does he/she help you to get what you need?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. Do you help choose the <u>agencies or providers</u> that serve the person with mental retardation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
20. Do you help choose the <u>support staff</u> that work directly with the person with mental retardation?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
21. Do staff talk to you about different ways to meet your family's needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
22. Do staff respect your family's choices and opinions?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
23. Are there enough agencies that provide services to people with mental retardation in your area so that you may choose one in addition to your local community services board?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. Are you satisfied with the way complaints about services are handled?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

25. Overall, do you feel that the person with mental retardation is better off this year than last year, the same as last year, or worse than last year (behavior, attitude, happiness)?

☐ better off this year    ☐ the same as last year    ☐ worse than last year

26. Do you feel that CSB services have had a positive impact, no impact, or a negative impact on the person with mental retardation this past year?

☐ positive impact    ☐ no impact    ☐ negative impact

27. Overall, do you feel that the person with mental retardation's progress has been better than expected, same as expected or not as good as expected?

☐ better than expected    ☐ same as expected    ☐ not as good as expected

**Thank you for taking the time to complete this survey.  
Please return in the enclosed, pre-paid envelope.**

26856



**Table 6: Demographic Data**

<i>Age Group of Survey Respondent</i>	2002		2003		2004	
	Count	%	Count	%	Count	%
Under 18	8	0.6	9	0.9	7	0.5
18-22	20	1.6	21	2.2	28	1.9
23-59	762	59.9	584	61.3	864	58.8
60-64	166	13	128	13.4	180	12.3
65-74	225	17.7	133	14	251	17.1
75+	92	7.2	77	8.1	139	9.5
<b>Under 18</b>	<b>1273</b>	<b>100</b>	<b>952</b>	<b>100</b>	<b>1469</b>	<b>100</b>

<i>Frequency of Visitation w. Consumer</i>	2002		2003		2004	
	Count	%	Count	%	Count	%
Lives With Me	642	51.4	503	53.4	721	49.4
Once Per Week	290	23.2	236	25.1	347	23.8
Once Per Month	191	15.3	128	13.6	221	15.1
A Few Times Per Year	115	9.2	57	6.1	131	9
Once Per Year	6	0.5	10	1.1	21	1.4
Less Than Once Per Year	5	0.4	8	0.8	19	1.3
<b>TOTAL</b>	<b>1249</b>	<b>100</b>	<b>942</b>	<b>100</b>	<b>1460</b>	<b>100</b>

<i>Relationship to Consumer</i>	2002		2003		2004	
	Count	%	Count	%	Count	%
Parent	812	63.9	613	64.4	909	62.3
Sibling	206	16.2	152	16	254	17.4
Spouse	9	0.7	3	0.3	13	0.9
Other	243	19.1	184	19.3	282	19.3
<b>TOTAL</b>	<b>1270</b>	<b>100</b>	<b>952</b>	<b>100</b>	<b>1458</b>	<b>100</b>

<i>Gender of Consumer</i>	2002		2003		2004	
	Count	%	Count	%	Count	%
Male	701	55.4	497	54.9	793	54.3
Female	565	44.6	408	45.1	667	45.7
<b>TOTAL</b>	<b>1266</b>	<b>100</b>	<b>905</b>	<b>100</b>	<b>1460</b>	<b>100</b>

<i>Race of Consumer</i>	2002		2003		2004	
	Count	%	Count	%	Count	%
Alaskan Native	1	0.1	0	0	2	0.1
Asian or Pacific Islander	22	1.8	14	1.6	83	5.9
White, Non-Hispanic	894	72.4	637	73.1	992	70.7
American Indian	9	0.7	2	0.2	15	1.1
Black/African American, Non-Hispanic	285	23.1	202	23.2	279	19.9
Hispanic	10	0.8	7	0.8	14	1
Other	14	1.1	10	1.1	18	1.3
<b>TOTAL</b>	<b>1235</b>	<b>100</b>	<b>872</b>	<b>100</b>	<b>1403</b>	<b>100</b>

**Table 7: Percentage of Survey Respondents Expressing Satisfaction**

<i>Gender of Consumer</i>	Family Inv.		Case Mgmt.		Choice/Access		Healthy Envir.		Reliability		Other	
	%	N	%	N	%	N	%	N	%	N	%	N
<b>Female</b>												
2004	38.50%	603	84.60%	598	63.90%	649	87.30%	659	41.20%	439	59.20%	654
2003	46.40%	390	86.50%	394	68.50%	394	88.10%	405	52.10%	286	67.60%	407
2002	38.90%	547	84.60%	538	62.50%	550	87.70%	562	5.00%	422	59.90%	564
<b>Male</b>												
2004	41.90%	723	85.20%	732	65.70%	769	86.00%	781	44.80%	516	57.20%	790
2003	44.50%	479	84.20%	476	65.50%	487	87.80%	493	52.60%	350	60.70%	496
2002	37.90%	675	83.20%	679	67.60%	689	87.10%	696	5.00%	541	61.20%	701

<i>Race of Consumer</i>	Family Inv.		Case Mgmt.		Choice/Access		Healthy Envir.		Reliability		Other	
	%	N	%	N	%	N	%	N	%	N	%	N
<b>White</b>												
2004	41.10%	905	85.60%	903	66.60%	971	87.90%	981	41.90%	652	58.10%	985
2003	44.90%	613	85.20%	613	66.10%	620	89.50%	630	48.20%	456	62.00%	635
2002	38.90%	874	83.60%	866	64.40%	882	88.70%	891	5.10%	688	59.60%	894
<b>African-American</b>												
2004	50.00%	12	70.00%	10	50.00%	12	100.00%	12	33.30%	6	53.80%	13
2003	28.60%	7	71.40%	7	71.40%	7	85.70%	7	50.00%	4	57.10%	7
2002	50.00%	10	90.00%	10	70.00%	10	60.00%	10	0.00%	9	70.00%	10
<b>Other</b>												
2004	38.30%	253	83.70%	257	67.40%	267	85.00%	274	61.30%	181	64.40%	275
2003	48.50%	194	86.90%	198	67.20%	198	84.60%	201	64.90%	151	74.30%	202
2002	36.30%	273	84.00%	269	68.20%	274	85.50%	282	4.20%	213	66.00%	285

<i>Age - Respondent</i>	Family Inv.		Case Mgmt.		Choice/Access		Healthy Envir.		Reliability		Other	
	%	N	%	N	%	N	%	N	%	N	%	N
<b>18-22</b>												
2004	54.50%	22	95.00%	20	48.00%	25	57.70%	26	41.20%	17	59.30%	27
2003	70.00%	20	70.00%	20	52.40%	21	76.20%	21	38.50%	13	61.90%	21
2002	57.90%	19	95.00%	20	47.40%	19	90.00%	20	14.30%	14	60.00%	20
<b>23-59</b>												
2004	42.00%	788	83.40%	791	62.20%	841	85.40%	857	46.60%	552	60.40%	858
2003	46.40%	562	83.50%	565	63.40%	568	87.50%	578	48.90%	425	62.50%	581
2002	40.10%	733	82.10%	737	63.80%	748	85.30%	756	6.20%	594	61.90%	762
<b>60+</b>												
2004	37.30%	526	87.10%	527	69.20%	559	89.70%	562	38.30%	389	54.30%	567
2003	40.00%	325	86.40%	323	69.70%	330	89.30%	336	55.70%	230	64.00%	336
2002	34.60%	471	86.10%	461	69.00%	474	90.50%	483	3.40%	355	59.40%	483

<i>Frequency of Visitation w. Consumer</i>	Family Inv.		Case Mgmt.		Choice/Access		Healthy Envir.		Reliability		Other	
	%	N	%	N	%	N	%	N	%	N	%	N
<b>Lives With</b>												
2004	47.70%	658	83.60%	651	59.60%	698	90.20%	712	50.20%	468	56.60%	717
2003	51.10%	487	84.90%	490	60.90%	489	91.40%	501	56.70%	365	63.80%	503

2002	45.10%	628	82.40%	630	59.50%	627	90.60%	638	4.70%	494	62.10%	642
Once Per Week												
2004	37.90%	330	88.70%	328	68.30%	341	81.00%	347	31.00%	245	56.40%	346
2003	44.20%	233	81.40%	231	64.70%	232	84.70%	235	39.90%	168	63.40%	235
2002	36.00%	278	83.90%	280	66.90%	287	81.70%	289	6.40%	220	60.00%	290
Once Per Month												
2004	31.70%	199	82.80%	203	70.20%	218	84.10%	220	30.90%	139	60.60%	221
2003	30.80%	120	87.60%	121	74.00%	127	81.90%	127	45.90%	98	60.20%	128
2002	32.40%	188	85.70%	182	70.50%	190	88.00%	191	6.30%	144	58.10%	191
A Few Times Per Year												
2004	23.90%	117	83.70%	123	70.90%	127	85.00%	127	52.90%	87	60.80%	130
2003	28.30%	53	85.20%	54	86.00%	57	91.20%	57	62.90%	35	66.70%	57
2002	21.30%	108	86.20%	109	81.30%	112	86.00%	114	4.50%	88	62.60%	115
Once Per Year												
2004	40.00%	15	93.80%	16	88.90%	18	88.20%	17	28.60%	7	68.40%	19
2003	0.00%	8	85.70%	7	77.80%	9	90.00%	10	50.00%	4	55.60%	9
2002	0.00%	6	100.00%	6	100.00%	4	83.30%	6	16.70%	6	100.00%	6
Less Than Once Per Year												
2004	16.70%	12	90.90%	11	73.70%	19	100.00%	19	70.00%	10	76.50%	17
2003	0.00%	6	80.00%	5	66.70%	6	60.00%	5	0.00%	3	42.90%	7
2002	0.00%	5	100.00%	3	100.00%	5	100.00%	5	0.00%	2	60.00%	5

Relationship to Consumer	Family Inv.		Case Mgmt.		Choice/Access		Healthy Envir.		Reliability		Other	
	%	N	%	N	%	N	%	N	%	N	%	N
Parent												
2004	44.30%	837	85.50%	830	61.50%	889	87.40%	898	42.40%	597	56.70%	904
2003	46.20%	597	85.00%	595	62.30%	599	89.40%	611	48.30%	435	61.50%	611
2002	37.80%	796	82.80%	793	62.20%	797	87.60%	808	4.50%	628	59.00%	812
Sibling												
2004	29.50%	241	85.40%	240	71.00%	248	83.90%	254	47.70%	176	61.70%	253
2003	31.50%	146	81.10%	143	68.50%	146	87.20%	149	52.80%	106	62.70%	150
2002	33.30%	204	82.10%	195	67.20%	204	84.00%	206	7.10%	154	60.20%	206
Spouse												
2004	61.50%	13	100.00%	13	66.70%	12	75.00%	12	60.00%	5	46.20%	13
2003	66.70%	3	100.00%	3	66.70%	3	66.70%	3	33.30%	3	66.70%	3
2002	25.00%	8	62.50%	8	87.50%	8	100.00%	8	0.00%	7	55.60%	9
Other												
2004	35.70%	244	82.40%	250	69.40%	271	86.80%	280	41.90%	179	60.60%	277
2003	50.60%	170	85.10%	174	72.90%	181	84.50%	181	61.50%	130	68.50%	184
2002	45.90%	218	88.10%	226	73.60%	235	89.20%	241	7.30%	177	68.30%	243

Consumer on Medicaid	Family Inv.		Case Mgmt.		Choice/Access		Healthy Envir.		Reliability		Other	
	%	N	%	N	%	N	%	N	%	N	%	N
Yes												
2004	36.50%	52	92.00%	50	55.40%	56	78.20%	55	24.20%	33	50.00%	56
No												
2004	42.50%	690	83.20%	691	64.20%	730	85.70%	746	44.60%	505	58.40%	746

	Family Inv.		Case Mgmt.		Choice/Access		Healthy Envir.		Reliability		Other	
<i>All</i>	%	N	%	N	%	N	%	N	%	N	%	N
2004	39.50%	1483	84.90%	1486	63.20%	1538	86.60%	1490	43.00%	989	56.90%	1604
2003	44.80%	937	84.70%	936	65.40%	951	88.20%	967	51.40%	691	63.20%	972
2002	38.40%	1267	83.80%	1263	65.30%	1284	87.50%	1302	5.40%	994	60.80%	1313